

10<sup>th</sup> September 2025



**Castle Mead Academy**

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**Principal:** Miss Chloe French

**My Child at School – Nationwide Outage**

Dear Parents and Carers,

We are aware that the My Child at School (MCAS) platform is currently experiencing a nationwide outage, affecting the topping up of lunch money, and potentially communications.

🔧 The issue has been reported to the MCAS technical team, who are actively working to resolve it. At this time, there is no confirmed timeline for restoration.

📱 In the meantime, please check the Castle Mead Academy website or social media channels for urgent updates.

We understand how disruptive this is and appreciate your patience while the issue is being resolved. We'll share further updates as soon as they become available.

Thank you for your understanding.

